

## **Magna5 Subpoena, Order and Warrant Policy & Procedure**

Notice is hereby provided as to the policy and procedures of Magna5 LLC, Magna 5 International LLC, and Magna5 RTC LLC (collectively, "Magna5") concerning valid subpoenas, orders, warrants and/or similar requests ("Information Requests"). Please note that, as further described below, overly broad, unlawful or otherwise improper Information Requests will be refused by Magna5. Should Magna5 receive a presumptively invalid Information Request, then Magna5 will so indicate to the contacting party. Magna5 carefully reviews all legal inquiries from government, law enforcement, and private parties to ensure that there's a valid legal basis for each inquiry, complying with legally valid requests in accordance with the policy and procedures described herein.

Contacting parties are advised to please direct Information Requests to [Subpoena@magna5global.com](mailto:Subpoena@magna5global.com) / fax +1 (210) (349-1804). Magna5 accepts service of Information Requests by email from government and law enforcement agencies, provided these are transmitted from the official email address of the government or law enforcement agency concerned. Government and law enforcement agencies should include the following information with the Information Requests for verification purposes: agency name; issuing agent name and title/rank; contact information, including verifiable physical return address; and case/reference number or other case identifying parameter.

All matters that are not government or law enforcement related must be personally served on Magna5's registered agent for service of process. Additionally, all hard-copy (physical delivery) Information Requests should be sent by registered mail or courier to:

**Magna5 LLC  
Attn: Compliance  
5445 Legacy Drive, Suite 180  
Plano, TX 75024**

In after-hours/emergency situations, please direct Information Requests to Magna5's Network Operation Center ("NOC") at [noc@magna5global.com](mailto:noc@magna5global.com), or +1 (210) 271-3407. The Magna5 NOC will route incoming Information Requests to the Magna5 legal response team.

If applicable, the preferred method for submitting Information Requests to Magna5 is *via* email. Magna5 does not charge a fee for its initial review of Information Requests. Please provide a return email address and contact individual information on all Information Requests.

Magna5 understands the importance of a timely response to Information Requests and endeavors to provide the same. Some matters may take longer than others to research, however, and response times will fluctuate; furthermore, Information Requests are handled in the order received, subject to pending expedited requests. Responsive information is generally provided within ten (10) business days of the receipt of an Information Request. Expedited response for information other than call detail records, if available resources permit, will generally be provided within three (3) to five (5) business days. Extensive toll and call detail record requests may require thirty (30) days or more for processing by Magna5.

Magna5 will not waive service requirements for subpoenas seeking witness testimony, reserving the right, where applicable, to resist subpoenas for witness testimony that are served with fewer than fourteen (14) days advance notice.

**CPNI Statement:** In compliance with the legal obligations concerning Customer Proprietary Network Information (“CPNI”) and the Magna5 CPNI Policy, Magna5 will not release customer information without a valid subpoena, court order, search warrant or other formal/written demand from a governmental agency authorized to request such information. The validity and legal sufficiency of any Information Request is subject to the review and discretion of Magna5’s legal and compliance staff.

**Civil Legal Matters:** Subpoenas and other legal process issued in civil cases must be served on Magna5’s registered agent for service of process (validly on file with appropriate authorities), or sent by e-mail to [SubpoenaCivil@magna5global.com](mailto:SubpoenaCivil@magna5global.com). Upon service of a subpoena relating to a private-party civil lawsuit, please be advised that, prior to making any response, we may notify our customer of the subpoena and provide the customer with an opportunity to formally file an objection or appropriate motion to quash and/or prevent any improper disclosures.

**Digital Millennium Copyright Act (“DMCA”):** Notices under the DMCA must be forwarded to Magna5’s Designated Agent (see [copyright.gov](http://copyright.gov)), as well as to [copyright@magna5global.com](mailto:copyright@magna5global.com), with a hard copy sent by registered mail or courier to:

**Magna5 LLC  
Attn: Compliance  
5445 Legacy Drive, Suite 180  
Plano, TX 75024**

**Cost Reimbursement:** In accordance with, *inter alia*, 18 U.S.C. § 2706, or as otherwise allowed by law, Magna5 may seek reimbursement in relation to its response to Information Requests.

**To Ensure Accuracy in our Response:** Please note that telephone number portability results in the movement of numbers routinely between carriers, resellers and customers. As such, in addition to specifying a target number, please also specify the relevant period for which information is sought.

**Status Requests:** Unless the matter involves imminent harm or threat to life, then for security reasons, all status inquiries must be submitted to Magna5 in writing, along with a copy of the relevant Information Request and/or response. To prevent delays in response to your Information Request and those of others, please do not ask for the status of an Information Request prior to the elapse of ten (10) business days from the date of delivery to Magna5 for a standard Information Request seeking subscriber information, or five (5) days for expedited requests as necessitated by a legitimate basis for priority treatment, and/or thirty (30) days for a standard Information Request seeking call records. IN THE EVENT OF EXIGENT CIRCUMSTANCES (IMMINENT HARM OR THREAT TO LIFE), PLEASE CONTACT THE MAGNA5 NOC (24/7) AT [noc@magna5global.com](mailto:noc@magna5global.com), OR BY PHONE AT +1 (210) 271-3407.

**Emergencies & General Security Assistance:** To report an allegation of misconduct or suspected unlawful activity concerning the Magna5 network, you may contact our NOC (available 24/7) at [noc@magna5global.com](mailto:noc@magna5global.com), or by phone at +1 (210) 271-3407. Should the Magna5 NOC receive an emergency request from law enforcement, then as soon as circumstances permit following an exigent circumstance disclosure, the law enforcement agency must provide a valid Information Request for the disclosed information.

**Questions:** All questions should be directed by email to either [Subpoena@magna5global.com](mailto:Subpoena@magna5global.com) or [SubpoenaCivil@magna5global.com](mailto:SubpoenaCivil@magna5global.com), as applicable.

**Please review these guidelines carefully and submit Information Requests consistent with these guidelines. Submission of Information Requests in a manner inconsistent with these guidelines may result in delayed receipt or non-receipt of the Information request, and in turn, delayed processing or non-processing.**